

Amanda Phillips

Midlothian, VA 23112

phillipsamandav@gmail.com

+1 804 873 6603

Authorized to work in the US for any employer

Work Experience

Dispatcher

The Pierce Group LLC - Chester, VA

March 2020 to February 2022

- Ensure Responsible Delivery - packages are delivered on time, handled properly and safely;
- Provide accurate, valid, and complete information for every delivery;
- Manage large amounts of incoming calls;
- Maintain employee/driver relations and customer expectations through daily meetings; maintain open communication by answering questions and explaining policies and procedures; submit and respond to ideas to improve employee/driver engagement and performance;
- Evaluate service levels to ensure they exceed customer satisfaction. Consistently enforce company policies and procedures;
- Coordinate training, conduct employee/driver observations, up-date preferred work methods, conduct accident investigations to determine root causes, and routine safety inspections;
- Make recommendations for disciplinary action and/or behavior modification as required. Perform management functions of driver selection, development, discipline, performance reviews, and/or terminations;
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;
- Manage On the Road accidents and incidents with composure;

Human Resources Manager

The Pierce Group LLC - Chester, VA

July 2021 to January 2022

- Manage the hiring process, including recruiting, interviewing, hiring, and onboarding;
- Respond accurately and professionally to questions and concerns from drivers through multiple channels (in-person, email, phone, etc.) in a timely manner;
- Escalate and take partners when discrepancies or issues arise with drivers interactions such as Leave of Absence, accommodations, or other employee relations issues;
- Enter and review associate data within ADP and payroll systems timely and accurately;
- Provide subject matter expertise to drivers and leadership on people practices, systems, and resources;
- Assist managers in responding to associate questions regarding time/attendance, benefits, policies.

Dispatcher

Allegiance Logistics LLC - Richmond, VA

January 2019 to March 2020

- Ensure Responsible Delivery - packages are delivered on time, handled properly and safely;
- Provide accurate, valid, and complete information for every delivery;
- Manage large amounts of incoming calls;
- Maintain employee/driver relations and customer expectations through daily meetings; maintain open communication by answering questions and explaining policies and procedures; submit and respond to ideas to improve employee/driver engagement and performance;
- Evaluate service levels to ensure they exceed customer satisfaction. Consistently enforce company policies and procedures;
- Coordinate training, conduct employee/driver observations, up-date preferred work methods, conduct accident investigations to determine root causes, and routine safety inspections;
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- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;
- Manage On the Road accidents and incidents with composure;

Delivery Driver

Amazon Flex - Richmond, VA

April 2018 to January 2019

- Safely drive and operate the vehicle at all times.
- Use a handheld device for routing and customer delivery information.
- Navigate a variety of routes throughout delivery areas.
- Comfortable driving and working in varying weather conditions. Load and unload packages to be delivered.
- Lifting packages up to 50 lbs and able to get in and out of the van and walk up and down stairs through the shift.

Education

High school diploma

High School, Colegio Maua

February 2010 to December 2012

Skills

- Portuguese
- Delivery Driver Experience
- Logistics
- Microsoft Word
- Human Resources Management
- Recruiting